

# JOYEL THOMAS

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## Technical Skills

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**Languages:** HTML/CSS, JavaScript

**Libraries/Frameworks:** Lit Element, Web Components, Redux, Karma, Mocha, Chai, Sinon

## Experience

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### Tata Consultancy Services

July 2022 – Present

Front-end Developer

Bengaluru, Karnataka

- Served as a key player as a Front-End Developer for a **leading european bank**, focusing on innovative web development solutions to deliver exceptional user experiences.
- Designed and implemented a customer-centric feature using **HTML, CSS, JavaScript, React, and Lit**, which simplified the process for users and their children to open savings and current accounts. This feature resulted in over **20,000 successful account openings**.
- Led the development of additional functionality that **increased customer engagement by 30%**, allowing customers to create insurance policies directly through our platform.
- Enhanced code quality and testing efficiency by introducing an automated testing framework using **Chai, Mocha, and Sinon**. This framework **reduced test execution time** by an impressive 15% while maintaining strong unit test coverage.
- Created the save and resume feature in insurance products, allowing users to securely store data for up to 30 days, which resulted in a **15% reduction in drop-off rates**.
- Developed an Instant Customer Feedback functionality for sales products, gathering valuable insights that **refined the process** and **increased customer satisfaction** scores by 25%.
- Developed a functionality that streamlines policy cancellations and aids transitions to the bank's insurance policies across all products, resulting in a **10% increase in policy conversions**.
- **Developed an insurance simulator** on the bank's website that allows customers to simulate monthly and annual premiums without needing to create an account, resulting in a **15% increase in traffic** to the bank's insurance product page.
- Managed the **seamless deployment of new features** through CI/CD pipelines, ensuring thorough testing and validation by the business before moving to production environments.
- Utilized Azure DevOps for effective project management, **facilitating agile ceremonies** to improve collaboration and maintain project momentum.

### Grident Techno Solution

April 2018 – June 2019

Web Developer

Adoor, Kerala

- Created dynamic and interactive user interfaces using **HTML, CSS, JavaScript**, and CMS platforms such as **WordPress**, leading to a 30% increase in user engagement.
- Debugged and **resolved 90% of front-end issues** within service level agreement (SLA) timelines, ensuring smooth end-user experiences.
- Optimized website performance by implementing best practices, which **reduced page load times by 40%** and improved Core Web Vitals scores.
- Conducted A/B testing and analyzed user feedback to refine UI/UX elements. These efforts led to a **15% increase in conversion rates** and improved the overall customer journey.
- Created web solutions that **complied with WCAG 2.1 guidelines**, promoting inclusivity for users with varying needs and ensuring equitable experiences on all devices.
- **Performed A/B testing** and analyzed user feedback to enhance UI/UX elements, resulting in a **15% increase in conversion rates**.
- Integrated third-party libraries and tools to enhance the website's features, significantly **reducing the development time by 25%**.
- Utilized version control systems like Git to manage and document all code changes effectively, ensuring project consistency and streamlining collaboration within cross-functional teams.

## Education

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**Central University, Pondicherry**  
Master of Computer Application

**Jul. 2019 – June 2022**  
CGPA- 7.4/10

**Mahatma Gandhi University, Kerala**  
Bachelor of Computer Science

**Jun. 2015 – May 2018**  
CGPA- 7.1/10

## Projects

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**InfoDesk** | HTML, CSS, JavaScript, PHP, MySQL

- Developed and managed a Job and Online Course Portal that **attracted over 85,000 monthly visitors**, offering easy access to career and learning opportunities.
- **Selected for AWS Activate Program**, receiving \$1,000 in AWS credits to boost platform growth and improve infrastructure scalability.
- Enhanced website performance with AWS services, **achieving 99.9% up-time** and quick loading times for an expanding user base.
- Implemented analytics tools to **monitor user behavior**, allowing for **data-driven decisions** that enhanced navigation and content discovery.
- Created a user-friendly admin panel that streamlined content management, **decreasing update times by 20%** and improving operational efficiency.

## Awards / Achievements

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- Received the **Applause Award** for **achieving the highest customer satisfaction** index without any customer complaints or escalations.
- Awarded the **Beyond Excellence Award** by TCS leadership for suggesting and **implementing process improvements**, value additions, and automation ideas.
- Awarded with **Star of the Month award three times** in a year for the most defect-free delivery to production.
- Recognized in TCS town halls and awarded with **On-the-Spot Award** for **consistently delivering high-quality products**.
- Received the **Special Initiative Award** for **outstanding contributions** to the organization and the client.